

## 20 PRINTING

### 20.1 Introduction

Regardless of project size, complexity, budgets, or deadlines the challenges of printing are basically the same. The juggling of time, energy and resources can be stressful and complex. Yet, despite its importance, print buying is largely a process of self-education, learned on the job or from the person who had the job previously, or by trial and error. This can lead to unnecessary frustrations and costly mistakes. This information is presented in cooperation with representatives from the printing industry to assist state employees to plan, schedule, develop specifications, and purchase printed material in accordance with state statutes and purchasing rules.

At any time you need help with your printing project, please contact the Division of Purchasing (327-7465). This information is also available as a separate publication: *Getting It Printed, Guidelines to Understanding and Purchasing Printing*. It is available at the Idaho Purchasing Homepage web site <http://www.idaho.gov/adm/purchasing>

### 20.2 Utilizing The State Copy Center

Many times your simpler printing projects can be accomplished with high quality copying and minor bindery services. In the Boise area, the Copy Center located at 550 West State, Basement, 332-1941 offers the following services:

- high-speed, quality reproduction (up to 11 x 17)
- binding (spiral, wire, stapling, & drilling)
- single sheet folding
- self service computer & scanning equipment
- convenience copiers
- delivery

### 20.3 Project Planning

Printing is simply defined as an impression of ink on paper. The printing process however, is much broader and includes such things as planning, concept and design, layout, photography, artwork, text creation, paper selection, negatives, printing, proofing, packaging and delivery, selection of printing vendors, getting competitive solicitations, and many other considerations. Although modern technology has changed the roles of the graphic designer, desktop publisher, and printing buyer, all persons involved in the process must work closely together to achieve the desired results at economical prices.

Planning is an important part of the printing process. Listed below are a few suggestions that will assist you in planning your printing project. Consideration of these points will help you determine the size, quality, and the correct purchasing methods for the project.

- Purpose Consider questions such as: What will this brochure, pamphlet, booklet, report, etc. be used for? Who will see it? What is the life span of the project - will it be used one time and discarded or be used over and over again? How can it be improved over the last printing?
- Budget How much money is available to spend on this project? Know your limits, low and high end. Plan for additional costs like last minute changes.
- Specifications Detailed information on your printing project that the printer needs to know such as: quantity, size, paper, ink, packaging, roofs, etc. See *Section 20.4 Developing Printing Specifications* for a complete list of items to be considered.
- Recommendations Use the expertise of others. Get knowledgeable and creative people involved from the beginning of the project. It is a good idea to involve printing vendors early in your project. They can provide valuable assistance in planning your printing project and developing specifications. Don't assume that vendors know what you want. Assume they don't. When projects will require competitive solicitations, care should be taken so as to not mislead a vendor into believing it will receive the project award or should proceed with a printing job without proper authorization.
- Cost Estimates The printing vendors can be very helpful estimating the cost of a printing job. Always plan for additional costs. Estimates are important to determine if projects will require competitive solicitations or be within budgeted funds.
- Communication Records Details are easily forgotten. Keep written records of conversations with all persons connected with the printing project, especially printing vendors, to avoid confusion and misunderstandings. Confirm understandings to reduce confusion later.
- Scheduling Whenever possible attempt to define tasks, assign responsibilities, and set timelines for projects, especially if groups of people are involved in the printing process.

- Selecting Appropriate Vendors Printing vendors have various expertise and abilities and time should be spent getting to know their capabilities. Take advantage of sales representative visits and ask them about their operations.

## 20.4 Developing Printing Specifications

Developing specifications are the most important part of the printing project. Every printing job, even the most simple and routine, must include carefully developed and thorough specifications. Poorly developed specifications can cause serious problems such as cost overruns, time delays, interruptions, and receiving a product that does not meet your needs. Good specifications are complete, accurate, and written in terms that printers can understand. They communicate to the printer exactly what you want and expect. Never assume the printer knows what you want. Assume they don't. Even if you don't have the expertise to develop specifications yourself and rely upon the printing vendor or others for recommendations, provide a set of specifications with every printing job. This will prevent missed information and misunderstandings.

The following is a list of specifications that contains information needed for a printing job, including legal terms and conditions. A good specification sheet contains all the information required for competitive bidding and will become a part of any purchase order or contract issued.

The *Getting It Printed* guidebook contains a model printing specification form as well as examples of simple and complicated specifications. You may copy those forms or use something similar that allows you to simply fill in the blanks, adding or deleting items as needed. A specification form should be used for all situations including simple non-competitive orders and formal or informal bidding. The Division of Purchasing can provide this form as an e-mail attachment or on diskette and is available to answer any of your questions regarding specifications.

### 20.4.1 Specifications List & Instructions

1. AGENCY NAME  
& REQ # : Agency Name and Requisition Number
2. TITLE &  
DESCRIPTION: Title and description of printed materials
3. OBJECTIVE: This an optional entry that can be used when a print job calls for a variety of services and a Project Coordinator is needed. Here is a sample objective:

The objective of this RFQ is to provide professional services *in design, typesetting, layout, printing and finish work for (name of project)*. The project coordinator shall be *(name of project coordinator)*. Design, typesetting, layout, printing and finish work shall be submitted to the project coordinator in each step of production for agency approval and authorization to continue on to the next step of production. Printing must not commence until authorization to print is received from the project coordinator.

4. QUANTITY: Total amount or number of issues if more than one printing
5. CHANGES IN QTY NOTICE: Agency reserves the right to make minor changes in item quantities at time of order placement.
6. OVERRUN/  
UNDERRUN: Overruns in Excess of Ten Percent (10%) Will Not Be Accepted,  
Underruns Will Not Be Accepted.  
  
Percentage of Overrun/Underrun may be specified or No Overrun/Underun may be specified. If nothing is specified, printing industry standard is ten percent (10%).
7. SIZE: Flat Size: Overall size prior to folding  
Finished Size: Trimmed/Finished page size  
After binding
8. PAGE COUNT: Total Number of Pages plus Cover or Pages, Self-Covered. A page is one side of a sheet of paper. If a sheet of paper is printed on both sides, it is counted as two pages.
9. PAPER/STOCK: Cover: Specify Brand, Weight, and Color  
Stock must Be Listed in the latest edition  
Competitive Grade Finder.  
  
Text: Specify Brand, Weight, and Color of text  
Stock must be listed in the latest edition  
Competitive Grade Finder.

10. INK: Cover: Specify Color such as Black, PMS Color (Pantone Matching System), or 4 Color Process
- Text: Specify Color such as Black, PMS Color (Pantone Matching System), or 4 Color process for printing of text
- Indicate number of colors to be used: 1, 2, 3, 4, or 5 Color(s). If color is not specified, it will be assumed that it is black.
- 4 Color Process refers to the four process colors: yellow, magenta, cyan, and black and is normally used for the reproduction of color pictures.
11. BLEEDS: Printed image extending to the trimmed edge of the sheet (or off the page). Indicate whether one-sided, two-sided, three-sided, or full (all four sides) bleed. Specify total number of bleed pages with the above characteristics of bleed.
12. COPY: Method in which copy will be provided to the printer. Either Typesetting and/or Layout required by Printer, Camera-Ready, Negatives Furnished, or Diskette.
- Camera-Ready means ready to go to camera with no typesetting or layout required. If provided on diskette, indicate software program used such as Pagemaker, Illustrator, etc. Diskettes should be proofed thoroughly before sending to the printer. A hard copy should be supplied with the diskette to verify the layout of the printing job. If there is any doubt as to the job layout, ask the printer for a laser proof before going to press.
13. PHOTOS: Number of Color and/or B&W Photos.
14. PROOFS: Indicate Laser, Blueline, or Match Print/Color Key

Laser Print Proofs are used to check for layout, misspelled words, misplaced commas, decimals. Laser Proofs are the least expensive. If errors are found, they can easily be corrected.

Blueline Proofs (usually used after Laser Proofs) are used for making sure that pages are in the correct order and that pictures (photos) are properly placed. They are not used for proofing text. Blueline Proofs are made after negatives have been shot. Blueline Proofs are much more expensive.

Match Print or Color Key Proofs are used to check the quality of two, three, or four color work.

15. FOLDING: Indicate Parallel or Right Angle Fold and final folded size. Certain folds are more costly than others, i.e. gatefold.

16. SPECIAL APPLICATIONS: Die-Cut, Scoring, Perforations, Varnish, Embossing, Lamination

Die-Cut: Use of sharp steel cutting rules to open an area to the required image or shape.

Scoring: Creating a crease on heavier weight papers to produce a clean accurate fold.

Perforations: Holes cut in stock for the purpose of facilitating separation of individual units. Indicate number and location of perforations and whether vertical, horizontal, or right angle (as in business reply cards).

Varnish: A thin, protective coating applied to a printed sheet. It can be all or part of the ink

Embossing: Impressing an image in relief to achieve a raised surface.

Lamination: A plastic film bonded by heat and pressure to a printed sheet for protection or appearance.

17. **BINDING:** List the type of bindery required: Stapling, Collating, 3-Hole Punched, Saddle Stitch, Perfect Bind, Plastic Bind, or Wire-O Bind.
18. **PACKAGING:** List packaging details such as Boxed, Wrapped, or Shrink Wrapped and the amount required in each package.
19. **DELIVERY DATE:** Required Delivery Date
20. **DELIVERY INSTRUCTIONS:** Special Delivery Instructions, either Inside Delivery to a specified location or to Dock/Receiving Area. List contact person where applicable.
21. **SPECIAL REQUIREMENTS:** Special Terms and Conditions specific to printing.
22. **QUALITY STATEMENT:** All printing must be clear and legible, no swelling, illegible printing, blemishes or missing pages will be accepted. Project calls for a quality finished product. If this is not achieved, publication may be rejected. Agency reserves the right to reject any or all bids.
23. **SUBCONTRACTING STATEMENT:** Unless otherwise allowed by the State in the Request for Quotation, the Contractor shall not, without approval from the Ordering Agency, enter into any subcontract relating to the performance of this Contract or any part thereof. Approval by the State of Contractor's request to subcontract or acceptance of or payment for subcontracted work by the State shall not in any way relieve the Contractor of responsibility for the professional and technical accuracy and adequacy of the work. The Contractor shall be responsible for all work performed under this Contract, shall be the sole point of contact for the agency, and shall be and remain liable for all damages to the

State caused by negligent performance or non-performance of work under the Contract by Contractor's subcontractor.

24. ALTERATIONS  
STATEMENT:

In case of customer alterations, printer to provide Statement of Added Charges by page number. Vendor is to indicate charge per page for customer alterations to text. Agency will not accept responsibility for vendor error.

25. OWNERSHIP  
STATEMENT:

All originals, negatives and mechanicals remain the property of the ordering agency, and shall be returned to same upon completion of the printing.

26. DELIVERY  
DEADLINES:

Delivery is critical. The decision to purchase from responding, responsible vendors will be based on price and delivery time. It is expected that delivery will be made within the time specified in your bid response.

Suggested wording for delivery deadline:

Agency requires delivery of all (name of project) to be delivered no later than (date)

or

Agency requires delivery of all items quoted within \_\_\_\_\_ working days ARO (After Receipt of Order)

Can You Meet the Delivery Requirements?

YES                      NO

Circle the Correct Response.

If your response is no, what is the earliest possible delivery. \_\_\_\_\_Days.

26. WHERE PRINTED?: Pursuant to *Idaho Code 60-101*, all printing Contracts must be executed in Idaho, except those falling within the provisions of *Sections 60-103 of the Idaho Code*, dealing with excessive charges and quality of work.

Suggested wording:

QUESTION: Will any portion of this printing contract be executed outside the State of Idaho?

PLEASE CIRCLE APPLICABLE ANSWER

YES      NO

If one of the above answers is not circled, the bid submitted will be computed as being printed outside the State of Idaho.

27. ADDITIONAL CHARGES:

Suggested wording for additional charges (if allowed):

Vendor Charge per Page for Customer Alterations to Text. Per page:\$\_\_\_\_\_.

Vendor Charge for Additional Pages. Per Page:\$\_\_\_\_\_.

Vendor Charge per 1000 for Each Additional 1000. Per 1,000 \$\_\_\_\_\_.

## **20.5 Purchasing Rules and Methods**

Printing projects are subject to normal purchasing rules and procedures regarding informal quotes (Request For Quotations) or formal sealed bids (Invitation To Bids) found in the Division of Purchasing Rules IDAPA 38.05.01. The complete Division of Purchasing Rules may be accessed through the Internet at the Idaho Purchasing Homepage website (<http://www2.state.id.us/adm/purchasing>).

### **20.5.1 Less Than \$5,000**

Printing jobs costing **less than \$5,000**, not available on statewide contracts, do not require competitive bidding. They may be purchased as the agency sees fit, in accordance with good business practice and in the best interests of the State.

### **20.5.2 Over \$5,000 and Up to \$50,000**

Jobs costing **over \$5,000 and up to \$50,000** (*depending upon your agency's delegated purchasing authority*) and not available on statewide contracts, require a minimum of three (3) competitive solicitations (Request for Quotations) from vendors with a significant Idaho presence as defined by Idaho Code.

These are informal quotes and may be obtained verbally, electronically, written, by facsimile, or by telephone. Because of the complicated nature of printing, written Request For Quotations that contain complete and accurate specifications are always in the best interests of the agency and are highly recommended. If you do not have a standard Request For Quotation form already in use, the Division of Purchasing can provide samples.

Significant Idaho economic presence as defined in Idaho Code means the bidder must have, for a minimum of one year prior to the bid, maintained in Idaho fully staffed offices, or fully staffed sales offices or divisions, or fully staffed sales outlets, or manufacturing facilities, or warehouses or other necessary related property. Further, if the bidder is a corporation, it must be registered and licensed to do business in the State of Idaho with the Office of the Secretary of State.

### **20.5.3 Over \$50,000 or Exceeding Your Delegated Authority**

All printing requirements expected to cost **over \$50,000 or exceeding your delegated authority** are processed through the Division of Purchasing.

## **20.6 Special Bidding/Evaluation Requirements**

In addition to the above rules, there are special requirements for solicitations of printing. *Idaho Code 60-101, 60-103* specifies that printing should be done within the State of Idaho unless the cost is shown to be 10% higher than printing done outside of the State. For this reason, the following statement is added to all formal bid or informal quotation documents that include printing:

Please indicate whether any portion of this printing will be done OUTSIDE of the State of Idaho.

YES\_\_\_\_\_ NO\_\_\_\_\_

Failure to answer this question will result in the bid being evaluated as being printed outside of the State of Idaho.

For bids or quotations for printing being produced outside of the State of Idaho, 10% additional cost is added to the bid for evaluation purposes only. The additional 10% is not added to any purchase order or contract that may result from the bidding process, it is for bid award purposes only.

## **20.7 Idaho Reciprocal Preference Law**

In addition to the above statute, the Idaho Reciprocal Preference Law (*Idaho Code 67-2349*) can also cause bids from out-of-state bidders to be evaluated at a higher cost than is actually written on the bid. Some states provide a preference for vendors within their state and add a percentage to bids from outside their state. Where that happens, the State of Idaho responds in like manner by adding the same percentage to bids received from vendors who are not "domiciled" in Idaho. Domiciled means: where a corporation is chartered or incorporated or where a sole proprietor or partnership is located or has its permanent headquarters. Bidders domiciled in states other than Idaho who have a "significant Idaho economic presence" for one year preceding the bid date, may be considered an Idaho domiciled bidder.

The most current information on preferences in other states is available on the Division of Purchasing web site.

## **20.8 Use of Statewide Contracts**

The Division of Purchasing has statewide contracts in place for preprinted carbonless forms, cut sheet or pin-fed, printed envelopes, standard business cards and letterhead stationary. A complete listing of contracts is posted on the Internet at the Idaho Purchasing Homepage.

By state statute, statewide contracts must be utilized unless the printing job does not conform to the specifications of the contract (I.C. 67-5717). Agencies should always closely examine their printing requirements to determine if an item on contract will meet their needs. Some agencies have individual contracts for the printing of brochures, newsletters, etc.

## **20.9 Special Printing Information Requirements**

*Idaho Code 60-202* requires that each publication includes information about the agency responsible for the publication, publication identification or sequence number, and the program code responsible for the publication.

Sample: Costs associated with this publication are available from (agency name) in accordance with Section 60-202, Idaho Code.

## **20.10 State Library Depository Program**

The following information is provided by the Idaho State Library as a guideline to help you determine which public documents should be submitted to the Library.

### **20.10.1 It's the Law**

State law requires all state agencies to deposit twenty copies of each of their publications with the Idaho State Library. As compared to other states, Idaho's depository law is very brief:

Idaho Code 33-2510. State librarian -- Depository for public documents -- Distribution. -- It shall be the duty of the head of every agency, board, bureau, commission or department of the state of Idaho, including all state supported institutions of higher education in Idaho, to deposit with the librarian of the Idaho state library for use and distribution to the academic, regional public, special libraries of Idaho, the Library of Congress, and to others within the discretion of the state librarian twenty (20) copies of all documents, reports, surveys, monographs, serial publications, compilations, pamphlets, bulletins, leaflets, circulars, maps, charts, or broadsides of a public nature which it prints, mimeographs or otherwise reproduces for public distribution. [1972, ch. 165, § 1, p. 413]

The Idaho State Library distributes the publications to:

- one copy goes to the Library of Congress in Washington, D.C.
- seventeen are distributed to designated libraries in Idaho for public use
- two are kept at the Idaho State Library, one for the archives and one for use by patrons or other libraries.

Terminology. Although document is the term used in the depository law, the word publication is probably more descriptive of the formats listed in the law. At the State Library, we use the two interchangeably.

State agencies. Note that the law pertains to educational institutions and to independent units such as boards and commissions as well as to tax-funded agencies. Temporary bodies such as task forces and councils are

not specifically named in the law, but are usually affiliated with a permanent agency and often produce some of the most valuable information on current policy issues.

## **20.10.2 What is a State Document?**

"What do you mean by state document?"

We often hear this question regarding the types of materials to be sent to us for deposit. This article should help clarify the matter by looking at legal requirements, criteria for deposit, and categories of publications. It will also discuss some gray areas that are open to interpretation.

## **20.10.3 Criteria for Deposit**

To decide whether a publication should be deposited, ask yourself two key questions:

- Is it published by a state agency or at state government expense?
- Is it distributed outside the agency?

If the answer is yes on both counts, the item is a likely candidate for deposit. Funding source and scope of distribution are the two main criteria for determining whether a publication should be deposited with us. Let's take a closer look at each of these criteria.

Funding source. In general, if the publication is funded by taxes or constituent fees, it is eligible for deposit. This includes items published by state agencies, for state agencies, under contract with state agencies, or in cooperation with state agencies. Today, governmental functions are increasingly carried out through partnerships with private-sector firms and other levels of government. It is especially important to capture the research and policy information found in publications resulting from such partnerships.

Distribution. A key phrase in the law is "for public distribution." Internal memos, procedure manuals, staff newsletters, and in-house reports do not qualify for deposit. On the other hand, any publication distributed beyond the confines of the agency should be deposited, even if it targets a relatively narrow audience such as program participants or client groups. In our experience, such publications provide insight into the workings of the agency and will be of interest to many users beyond the intended audience.

## **20.10.4 Categories of Publications**

Another way to think about depository requirements is to look at broad categories of publications. Most state publications pertain to the state's financial and legal framework, agency operations, or client services.

- Financial and legal framework. In this category are budget documents and audit reports; legislative journals, reports, bills, laws, and codes; judicial decisions; administrative rules and codes; Executive Orders; and Attorney general's Opinions. Distribution of many of these is formalized under separate statutes, but the remainder are subject to the depository law.
- Agency operations. This category includes annual reports, plans, program reviews, and audit reports. It also covers informational by-products of agency operations, such as directories, bibliographies, maps, statistical compilations, surveys, and research reports.
- Client services. This category may include such items as newsletters, manuals, hand-books, guides, safety bulletins, consumer pamphlets, program brochures, or information sheets targeting a specific client group.

### **20.10.5 Gray Areas**

Criteria and categories can help in determining depository status, but gray areas remain. This section covers some of the more common ones.

Draft reports. Draft versions of reports are generally exempt from deposit, as long as we receive the final version. The depository program can serve as an outlet for soliciting public comment, provided there is adequate lead time. Keep in mind that it may be several weeks before the depository libraries actually receive and process the draft report.

Conference and workshop materials. Any formal conference proceedings should be deposited, but manuals designed to accompany oral presentations and workshops should be deposited only if they are complete in themselves.

Minutes of meetings. Minutes are generally exempt from deposit, although we do collect single copies on a case-by-case basis. Public access to minutes is governed by Idaho Code 67-2344. Minutes should be treated as public records with established retention and preservation schedules.

Press releases and speeches. We do not collect most speeches and press releases. They are primarily of current value and are distributed through other channels.

Sale items. Publications dependent on sales or subscriptions as their primary source of revenue are generally exempt from depository distribution. We do ask that two copies be deposited for archival purposes, for future research, and for loan to other libraries.

Technical Reports. Highly technical and scientific reports should be deposited, but the full twenty copies may not be necessary. Give us a call if you want to discuss a narrower distribution.

Electronic formats. This is a broad topic that may be treated more fully in a future edition. The 1972 depository law does not recognize current technologies, except perhaps under the phrase, "or otherwise reproduces." Keep in mind that at this stage, posting electronic documents on a bulletin board or web site does not meet the need for either broad public access or historical preservation. To the extent possible and practical, electronic documents should be printed out for distribution through the depository program.

### **20.10.6 Ask us!**

We realize that these guidelines will not cover every contingency. If you have questions about a particular publication, give us a call. Together we can determine the best way to make your information products available to Idahoans.

State Documents Coordinator  
Idaho State Library, 325 W. State, Boise ID 83702  
Phone: (208) 334-2150; toll-free in Idaho (800) 458-3271  
Fax: (208) 334-2194  
State Library Home Page: <http://www.lili.org>

## **20.11 Bindery Selection Definitions**

**GBC Binding:** General Binding Corporation trade name for plastic comb binding.

**3-Hole Drill:** Drilling for standard 3-hole binders.

**Perfect Bind:** To bind sheets by trimming at the spine and gluing them to a wraparound cover.

**Plastic Bind:** Books bound with plastic elements in spiral form, inserted through holes punched along the binding side. Comes in selected colors.

**Saddle Stitch:** To bind by stapling sheets together where they fold at the spine.

**Shrink Wrap:** Method of tightly wrapping packages or products in plastic film.

**Side Stapled:** In binding, to wire the sheets or signatures of a magazine or booklet on the side near the backbone.

**Spiral Binding:** A book bound with wires in spiral form inserted through holes punched along the binding side.

**Wire-O Binding:** A continuous double series of wire loops run through punched slots along the binding side of a booklet.

## 20.12 Paper Selection Definitions

**Bond:** Most commonly used for letterheads and business forms. It is designed to accept ink readily from a pen, typewriter, or printer. Other terms used for this type of paper include Writing, Stationary, Business Paper, etc.

**Book:** Used for book printing as the names suggests, and is less expensive than text papers. Book papers come in a wide range of weights so you can vary the thickness of a book with the same number of pages.

**Bristol:** Type of board paper used for post cards, business cards and other heavy-use products.

**Coated:** Designed for offset printing, this paper is coated to enhance the ink coverage, and, in high gloss coated, to resist the moisture level of offset printing.

**Cover:** Developed for durability and dimensional stability. Sometimes heavier weights of book and coated stocks are available in matching colors.

**Dull Finish:** Semi-gloss paper finish.

**Index:** An inexpensive stiff paper which is receptive to ink and can be purchased in smooth or antique finish. Most often used for file cards and postcards.

**Kraftwrap:** Heavy brown paper used in packaging.

**Laid Paper:** Paper with a pattern of parallel lines at equal distances, giving a ribbed effect.

**Ledger:** Designed to be written on and used for accounting sheets and many legal certificates.

**Linen Paper:** Paper with a pattern of parallel linen crossing lines.

**Matte Finish:** Dull paper finish without gloss or luster.

**Tag:** Board grade paper used for products such as tags and file folders.

**Text:** Designed for interesting textures and colors, these papers are used for booklets, announcements, brochures, etc.

**Vellum:** In paper making, a toothy finish which is relatively absorbent for fast ink penetration.

**Wove Paper:** Paper having a uniform unlined surface and a smooth finish.

## 20.13 Printing Trade Customs

**Cancellations:** All orders that are canceled after work has been started are subject to charges for materials ordered and work performed.

**Experimental work:** Work performed at customer's request, such as sketches, drawings, compositions, plates, presswork and materials shall be charged at current rates.

**Alterations:** Proposals are only for work according to the original specifications. If through customer's error, or change of mind, work has to be done a second time or more, such extra work will carry an additional charge, at current rates for the work performed.

**Proofs:** One proof shall be submitted. Corrections, if any, are to be made thereon and the proof should be returned marked "O.K." or "Correct and Print" and signed with name or initials of person authorized to pass on same. If revised proofs are desired, request must be made when proof is returned. Printer is not responsible for errors if work is printed as per customer's O.K.

**Quantity:** Unless specific arrangements are made in advance, quantity ordered is subject to a trade over-under allowance of ten percent (10%).

**Delivery:** Unless otherwise specified, the price quoted is for a single shipment, F.O.B. customer's local place of business.

**Paper stock:** When furnished by the customer shall be properly packed, free from dirt, grit, torn sheets, bad splices, etc., and of proper quality for printing requirements. Additional cost due to delays or impaired production on account of improper packing of quality shall be charged to the customer.

## 20.14 Glossary of Industry Terms

The following information presents printing industry terminology (terms) and customs. The following industry terms and phrases are presented to help users

when purchasing printed materials. These terms represent areas of design, material and production.

The printing industry has its own set of generally accepted customs. Being aware of these customs will assist employees with purchasing printed items and when working with printing vendors. **It is important to note that when industry customs are in contradiction with state terms and condition, the state terms and conditions shall supersede and prevail.** Therefore it is important to provide specific written information about these terms and conditions as part of all bid specifications. These documents determine how specific matters are handled with every job and vendor.

The following terms may not necessarily pertain to every printing job. Use this list to define and describe requirements when developing bid specifications. These definitions will assist with readers' understanding of industry concepts.

**Accordion Fold:** In binding, a term used for two or more parallel folds which open like an accordion.

**Against the Grain:** Folding or feeding paper at right angles to the grain direction of the paper. This can result in cracking or tearing when stock is folded.

**Author Alteration:** Changes in copy or specifications made after production has begun. Generally referred to as "AA's" or "AC's".

**Artwork:** All illustration copy used in preparing a job for printing.

**Back To Back:** In printing, on both sides of a sheet.

**Backbone:** The back of a bound book connecting the two covers; also called spine.

**Banding:** Method of packaging printing material using paper, rubber, plastic, string, or fiberglass bands.

**Baseline:** The imaginary line on which letters in a line of text rest.

**Basic Weight:** The weight in pounds of a ream (500 sheets) of paper cut to a given standard size for that grade; e.g., 500 sheets 25" X 38" of 50-lb. Book paper weigh fifty pounds.

**Bind:** To fasten sheets or signatures and adhere covers with glue, wire, thread, or by other means.

**Bindery:** Print shop area that does trimming, folding, binding, and other finishing tasks.

**Binding Stub:** Stub in which staples are placed for binding snap set forms into books.

**Black-and-White:** Originals or reproductions in black ink only as distinguished from multicolor.

**Bleed:** An extra amount of printed image which extends beyond the trim edge of the sheet or page.

**Blowup:** Photographic enlargement.

**Blueline:** Prepress, photographic proof where all colors show as blue image on white, light sensitive dilux paper.

**Body Type:** Type of smaller sizes (usually 13-point and smaller) used to present the main text (body) of a publication.

**Bond Paper:** A grade of writing or printing papers where strength, durability and permanence are essential requirements; used for letterheads, business forms, etc. The basic size is 17" X 22".

**Book Paper:** A general term for coated and uncoated papers. The basic size is 25" X 38".

**Breaks:** With continuous forms, represents a separation of forms in a case of forms.

**Bristol:** Type of board paper used for post cards, business cards and other heavy-use products.

**Brochure:** A pamphlet bound in booklet form.

**Caliper:** The thickness of paper, usually expressed in thousandths of an inch (mils).

**Camera Ready:** Copy which is ready photographic ready.

**Carbon Dummy:** Mock-up of exact paper weights and colors with sample of carbon to be used (when applicable). Used for testing legibility.

**Clip Art:** Artwork that can be cut out of a catalog and reproduced by printing methods.

**Coated Paper:** Paper that has a surface coating which produces a smooth finish. Surfaces vary from eggshell to glossy.

**Collate:** In binding, the gathering of sheets or signatures.

**Color Correction:** Any method such as masking, dot-etching, re-etching, and scanning.

**Color Monitor:** Any visual monitoring device that has the capability of producing points of light in any color other than black and white.

**Color Process:** Alternate term for four color process printing.

**Color Proof:** A proof combining all colors. The proof is checked for proper color determination, size, registration, and the like.

**Color Separation:** In photography, the process of separating color originals into the primary printing color components in negative or positive form. A set of four halftone negatives for making plates for 4-color process printing.

**Column Width:** The horizontal measure of the column.

**Composition:** Material consisting of text in typewritten form for photo-offset reproduction or in typeset form for letterpress and other methods of printing.

**Computer Printer:** A device that converts data into near letter quality (NLQ) printed form.

**Condensed Type:** A narrow or slender type face.

**Continuous Form:** Series of perforated sheets attached in roll form. The sheets are fed into a printing press or other device, such as a computer printout, and are separated into individual sheets by tearing them apart along the lines of the perforations.

**Continuous Tone:** A photographic image which contains gradient tones from black to white.

**Copy:** Any furnished material (typewritten manuscript, pictures, artwork, etc.) to be used in the production of printing.

**Cover:** Outside surface of a case-bound or soft-cover book. The outside front is called first cover, inside front is called second cover, inside back is called third cover, outside back is called fourth cover.

**Cover Paper:** A term applied to a variety of papers used for the covers of catalogs, brochures, booklets and similar pieces.

**Crash Printing:** Letterpress printing on carbon or carbonless forms so image prints simultaneously on all sheets in the set.

**Creep:** Phenomenon of middle pages of a folded signature extending slightly beyond outside pages. This can create margin problems and must be corrected when many pages are involved.

**Crimping:** Standard method of fastening papers or papers and carbon on a continuous form by piercing the sheets of paper or paper and carbon in the margins and locking them together by folding back the flaps.

**Crop:** To eliminate portions of the copy, usually on a photograph or plate, indicated on the original by cropmarks.

**Curl:** In paper, the distortion of a sheet due to difference in structure or coatings from one side to the other, or to absorption of moisture on an offset press.

**Decollator:** Machine used on continuous forms to remove the margins and/or carbons and separate the paper parts.

**Desktop Publishing:** Designing, laying out, editing and producing a publication electronically, using a personal computer, word-processing and graphics software, a desktop publishing software, and output to a computer printer, laser printer or imagesetter.

**Desktop Publishing Software:** Software that can produce professional-looking publications.

**Die:** Sharp metal rule used for die-cutting or block of metal used for embossing or foil stamping.

**Die-Cutting:** The process of using sharp steel rules to cut special shapes for labels, boxes and containers from printed sheets. Die-cutting can be done on either flatbed or rotary presses. Rotary die-cutting is usually done in-line with the printing.

**Die-Stamping:** An intaglio process for the production of letterheads, business cards, etc., printing from lettering or other designs engraved into copper or steel.

**Digital Plates:** Printing plates that can be exposed by lasers or other high energy sources driven by digital data in a platesetter. These plates are used with high-tech processing.

**Digital Printing:** Printing by plateless imaging systems that are imaged by digital data from prepress systems.

**Diskette:** A thin, flexible magnetic disk and a semirigid or hard protective jacket, in which the disk is permanently enclosed. (Also known as a flexible or floppy disk)

**Display Type:** Type of a larger size (usually 14-point and higher) used for Headlines, and Ads.

**Dots Per Inch (DPI):** A measure of the resolution of a screen image or printed page. Spots per inch (spi) is a more appropriate term.

**Drill:** To bore holes in paper so sheets fit over posts of loose-leaf binders.

**Drop-Out:** Portions of originals that do not reproduce, especially colored lines or background areas (often on purpose). Sometimes, this is a result of poor quality originals.

**Dry Gum Paper:** Label paper with glue that can be activated by water.

**Dummy:** A preliminary layout showing the position of illustrations and text as they are to appear in the final reduction. A set of blank pages up in advance to show the size, shape, form, and general style of a piece of printing.

**Duotone:** In photomechanics, a term for a two-color halftone reproduction from a photograph.

**Duplex Paper:** Paper with a different color or finish on each side.

**Editing:** Preparation of a manuscript for publication. It may include revision, rewriting, and checking for accuracy, as well as what is usually termed "Copy editing". Unless a copy editor is technically qualified, he or she should not make technical changes. Copy editing includes checking numerical sequence, marking for type, and making the style of the manuscript consistent. Spelling, punctuation, and grammar are corrected. Modified proofreader's marks are used in editing the manuscript. When possible, however, the corrections are written above the affected word or words rather than in the margin. Colored inks or colored pencils are generally used.

**Embossed Finish:** Paper with a raised surface resembling wood, cloth, leather or other pattern.

**Embossing:** Impressing and image in relief to achieve a raised surface; either overprinting or on blank paper (called blind embossing).

**Engraver:** Person who makes a plate for engraving. Also may refer to trade camera service. Engraving is a method of printing using a plate, also called a die, with an image carved into it.

**Felt Side:** The smoother side of the paper for printing. The top side of the sheet in paper manufacturing.

**File:** Any collection of information stored on a disk - a document, a folder, a system file or resource, and application.

**Flood Varnish:** To cover a sheet with ink or varnish.

**Flush Left (or Right):** In composition, type set to line up at the left (or right).

**Folding:** There are two kinds of folds - parallel and right angle. Using these two types of folds, specialty folds can be created. In designing printing, the different types of folds and the limitations of mechanical folding should be considered at the planning level. Otherwise, one or more folds might end up being a costly hand-folding operation.

**Foil Emboss:** To foil stamp and emboss an image.

**Foil Stamping:** Method of printing on a letter press using thin metallic or pigmented film and a die.

**Folio:** The page number.

**Font:** In composition, a complete assortment of letter, number, punctuation marks, etc. of a printed piece.

**Format:** The size, style, type, page, margins, printing requirements, etc. of a printed piece.

**Galley Proof:** A proof of text copy before being made into pages.

**Gathering:** In binding, the assembling of folded signatures in proper sequence.

**Generation:** Each succeeding stage in reproduction from the original copy.

**GBC Binding:** General Binding Corporation trade name for plastic comb binding.

**Gloss:** Characteristic of paper, ink, or varnish that reflects relatively large amounts of light.

**Goldenrod Paper:** In offset lithography, a specially-coated masking paper of yellow or orange color used by strippers to assemble and position negatives for exposure on plates.

**Grade:** One of seven major categories of paper: bond, uncoated book, coated book, text, cover, board, and specialty.

**Grain:** In paper making, the direction in which most fibers lie which corresponds with the direction the paper is made on a paper machine.

**Graphics:** The drawing of circles, boxes, lines, and combining them to produce complex images.

**Graphic Software:** An application program that instructs the computer to draw complex shapes.

**Gripper Edge:** The leading edge of paper as it passes through a printing press. Also, the front edge of a lithographic or wraparound plate that is secured to front clamp of plate cylinder. Images cannot be printed in this area.

**Gripper Margin:** Unprintable blank edge of paper on which grippers bear.

**Groundwood Pulp:** A mechanically-prepared wood pulp used in the manufacture of newsprint and publication papers.

**Halftone:** The reproduction of continuous-tone images, through a screening process, which converts the image into dots of various sizes and equal spacing between centers.

**Halftone Screen:** Screen placed in front of the negative material in a process camera to break up a continuous tone image into dot formation.

**Hard Copy:** The permanent visual record of the output of a computer or printer. Also, the material sent to a typesetter in typed form, for conversion into typeset material.

**Hard Proof:** A proof on paper or other substrate as distinguished from a soft proof which is an image on a VDT screen.

**Hardware:** The physical components that make up a personal computer system.

**Headline:** Words usually set in large type at the head of a page or passage to introduce or categorize.

**Head Margin:** The white space above first line on a page.

**Heat Set Web:** Web press equipped with oven to dry ink faster, thus able to print coated paper.

**3-Hole Drill:** Drilling for standard 3-hole binders.

**Image Area:** Portion of a negative or plate corresponding to inking on paper. Portion of paper on which in appears.

**Imagesetter:** In computer imaging, a device that outputs type, line art, and photos in position.

**Imposition:** The arranging of pages in a press form to ensure the correct order after the printed sheet is folded and trimmed.

**Impression:** In printing, the pressure of type, or blanket as it comes in contact with the paper.

**Index Paper:** Light weight board paper for writing and easy erasure.

**Ink:** Colored liquid material for printing.

**In-Plant Printer:** Department of an agency, business, or associations that does the printing for the parent organization.

**Insert:** A printed piece prepared for insertion into a publication, another printed piece, or a mailing.

**Keyboard:** An input device that allows information to be entered via a set of keys contained in a single unit.

**Kraftwrap:** Heavy brown paper used in packaging.

**Laid Paper:** Paper with a pattern of parallel lines at equal distances, giving a ribbed effect.

**Lamination:** A plastic film bonded by heat and pressure to a printed sheet for protection or appearance.

**LASER:** The acronym for Light Amplification by Stimulated Emission of Radiation. The laser is an intense light beam with very narrow band width that can produce images by electronic impulses from digital data.

**Laser Printer:** A device that converts data into printed form with resolutions ranging from 300 dots per inch (dpi) to 1200 dots per inch (dpi).

**Layout:** The drawing or sketch of a proposed printed piece. In plate making, a sheet indicating the settings for a step-and-repeat machine.

**Leaders:** In composition, rows of dashes or dots to guide the eye across the page. Used in tabular work, programs, tables of contents, etc.

**Leading:** White space between lines of type. Measured in points from baseline to baseline.

**Lead Time:** Time allocated for a specific job or series of incremental tasks for the job in order to ensure completion and delivery on schedule.

**Letter Press:** Method of printing from raised surfaces. A letter press is the kind of press used primarily for crash printing of numbers or for die cutting.

**Lithography:** One of the most common methods of printing which uses a chemically coated plate whose image areas attract ink and non-image areas repel ink.

**Logo:** Identifying emblem; e.g., State Seal

**M:** Abbreviation for a quantity of 1000 sheets of paper.

**Mailer:** Continuous form of two or more parts which are glued together on all four sides and constructed in such a way that it can go through the U.S. Mail without using an envelope.

**Make-Ready:** In printing, all work done to set up a press for printing.

**Manuscript:** Handwritten or typewritten copy of material to be printed.

**Matte Finish:** Dull paper finish without gloss or luster.

**Mechanical:** Camera ready pasteup of type, photo overlays, line art, and overlays for additional colors on one piece of artboard. Colors should be marked on tissue overlay.

**Mechanical Separation:** The old camera ready copy process prepared using a separate overlay for each color to be printed. This process is rapidly being replaced by digital or disk generated technologies.

**Memory:** Any hardware or software that has the capability of permanently retaining data.

**Micr Ink:** Type of ink containing iron oxide that is used in Magnetic Ink character Recognition equipment such as check sorters used by banks.

**Mimeograph:** Method of printing using a plastic stencil mounted on a rotating drum containing ink.

**Modem:** An electronic device that can receive information from a computer and transmit it to another computer.

**Monochrome Monitor:** A monitoring device that only displays two colors such as black and white.

**Mouse:** A small mechanical device whose movement on the desk corresponds to pointer movements on your screen.

**Mylar:** In offset preparation, a polyester film specially suited for stripping positives because of its mechanical strength and dimensional stability.

**Negative:** In photography, film containing an image in which the values of the original are reversed so that the dark areas appear light and vice versa. Often referred to as "film".

**Newsprint:** Paper made mostly from groundwood pulp and small amounts of chemical pulp. Used for printing newspapers.

**Numbering:** Number sequence to be printed.

**Non-Impact Printer:** An electric device like a copier, laser or ink-jet printer that created images on a surface without contacting it.

**Off-Press Proofs:** Proofs made by photochemical or digital means in less time and at lower cost than press proofs.

**Offset:** In printing, the process of using an intermediate blanket cylinder to transfer an image from the image carrier to the substrate. Short for offset lithography. Lithographic printing transfers ink from a plate to a blanket, then from the blanket to paper.

**Open Web:** Web press without a drying oven, thus unable to print on coated paper.

**Overlay:** In artwork, a transparent covering over the copy where color break, instructions or corrections are marked. Also, transparent or translucent prints which, when placed one on the other, form a composite picture.

**Overprinting:** Double printing; printing over an area that already has been printed.

**Overrun:** In printing, copies printed in excess of the specified quantity.

**Padding:** Binding printed or blank sheets in units. Base stock is used to separate the units. The pads are secured as a batch, and cement is applied to one side. The units are then separated to form individual tablets.

**Page:** One side of a sheet of paper.

**Page Count:** Total number of pages, including blanks and printed pages without numbers.

**Page Makeup:** In stripping, assembly of all elements to make up a page. In computerized typesetting, the electronic assembly of page elements to compose a complete page with all elements in place on a video display terminal and on film or plate.

**Page Proof:** Proof taken from each page and proofread as a final check. The galley corrections have been made, and illustrations and footnotes have been arranged in their proper places.

**Pagination:** In computerized typesetting, the process of sequencing pages automatically to identify its location.

**Pallet:** Wooden platform used as a base for loading and moving paper and printed products.

**Pattern Carbon:** Type of carbon that has only selected areas of carbon coverage with the balance remaining a clear brown tissue. Used in the selective transfer of certain information from one paper part to another in snap sets or continuous forms and mailers.

**Perfect Bind:** To bind sheets by trimming at the spine and gluing them to a wraparound cover.

**Perfecting Press:** A printing press that prints both sides of the paper in one pass through the press.

**Perforate:** To cut minute holes in stock in order to facilitate separation of individual units.

**Personal Computer:** A system that consists of a processing unit, Memory (RAM, ROM), Input devices (keyboard, mouse, scanner, modem), output devices (monitor-color or monochrome, printer, imagesetter).

**Pica:** Printer's unit of linear measurement. One pica equals 12 points or 1/6 inch.

**Pigment:** In printing inks, the fine solid particles used to give color, transparency or opacity.

**Pinfeed Holes:** Marginal punched holes on the sides of continuous forms which are used to feed forms which are used to feed forms evenly through a printer.

**PMS:** Abbreviation for Pantone Matching System, a check standard trademark for color reproduction and color reproduction materials owned by Pantone, Inc.

**Plastic Bind:** Books bound with plastic elements in spiral form, inserted through holes punched along the binding side. Comes in selected colors.

**Point:** Unit of printer's measurement equal to approximately 1/72 of an inch 1/12 of a pica.

**PostScript:** A computer description language that allows a programmer to create complex pages using a series of commands.

**Press O.K.:** Refers to customer's approval of color printing at the printing plant as the job is printed.

**Prepress:** Camera work, stripping, plate making, and other activities by a trade camera service or printer before press work begins. Alternate term for preparation.

**Prepress Proofs:** See Off-Press Proofs.

**Press Check:** Event at which test sheets are examined at the press before production run begins.

**Press Proofs:** In color reproduction, a proof of a color subject made on a printing press, in advance of the production run.

**Pressure-Sensitive Paper:** Material with an adhesive coating, protected by a backing sheet until used. This process replaces dry gum material which uses moisture activated adhesive.

**Print Quality:** A term describing the visual impression of a printed piece. In paper, the properties of the paper that affect its appearance and the quality of reproduction. Quality is subjective and is the cause for most problems between customers and printers.

**Process Carbon:** Refers to any carbon that is perforated, marginally punched or die cut.

**Process Colors:** In printing, the subtractive primaries; yellow, magenta and cyan, plus black in 4 color process printing.

**Process Printing:** The printing from a series of two or more halftone plates to produce intermediate color and shades. In four-color process; yellow, magenta, cyan and black.

**Progressive Proofs (PROGS):** Proofs made from the separate plates in color process work, showing the sequence of printing and the result after each additional color has been applied.

**Proof:** Test sheet made to reveal errors or flaws, predict results and record how a printing job is intended to appear.

**Proofreading:** Reading copy to detect typographical or other errors.

**Publication:** The collection of pages you create by integrating text and graphics.

**Punching:** Round holes punched in paper or in papers and carbons.

**Ream:** Five hundred sheets of paper.

**Register:** In printing, fitting of two or more printing images on the same paper in exact alignment with each other.

**Reinforced Punching:** Method of reinforcing punched holes by utilizing paper or mylar patches.

**Remoistenable Glue:** Dry gun adhesive applied to a sheet of paper to form a flap on a continuous mailer form.

**Reprints:** A reprinting of the original job with no changes.

**Reproduction Proof:** Proof of a typed form for purposes of photographic reproduction.

**Resolution:** The degree of precision with which an object is represented. A printer's resolution is determined by number of dots per inch (dpi).

**Reverses:** Original images in which reproduction has been reversed by a negative working process.

**Right-Angle Fold:** In binding, a term used for two or more folds that are a 90 degree angles to each other.

**Rough Draft:** Text material that requires editing and possible reworking before it becomes a final draft.

**Saddle Stitch:** To bind by stapling sheets together where they fold at the spine.

**Scanner:** A hardware device that reads information from a photograph, graphic and converts it into a bitmapped graphic. (There are scanners that will scan text, also).

**Score:** To impress or indent a mark with a string or rule in the paper to make folding easier.

**Screen:** Piece of film with dots of uniform density, used to make plates that will print screen tints. See *Halftone*.

**Self Cover:** A cover of the same paper as inside the text pages.

**Self Mailer:** Printed piece designed to be mailed without an envelope.

**Serif:** The short cross-lines at the ends of the main strokes of many letters in some type faces.

**Sheet Fed Press:** Press that prints from flat sheets.

**Shrink Wrap:** Method of tightly wrapping packages or products in plastic film.

**Side Stapled:** In binding, to staple the sheets or signatures of a magazine or booklet on the side near the backbone.

**Signature:** In printing and binding, the name given to a printed sheet after it has been folded.

**Skid:** A pallet of loose stock, 20,000 to 30,000 sheets, stacked on a pallet, banded and plastic wrapped. Skid can also mean palletized cut stock or finished printed matter off of the printing press.

**Snap Set:** Multipart form glued together in a common stub, utilizing its own one-time carbon or carbonless paper for purposes of making copies.

**Software:** Information usually contained on cassette or disk, that make up the instructions for a computer to follow.

**Specifications:** Complete and precise descriptions of paper, ink, binding, quantity, and other features of a printing job.

**Spine:** See *Backbone*.

**Spiral Binding:** A book bound with wires in spiral form inserted through holes punched along the binding side.

**Spot Color:** A method of assigning and printing colors in a publication.

**Spot Varnish:** Varnish applied to portions of a sheet.

**Stencil:** Piece of fabric or film carrying an image for screen printing or mimeograph.

**Stock:** Paper or other material to be printed.

**Stripping:** The process of arranging negatives, positives, or copy in proper position on a flat before platemaking.

**Stub:** Part of a snap set where the papers and/or carbons are glued together.

**Subhead:** Heading or subdivision of text copy; a subordinate heading to title.

**Tabloid:** Newspaper about half the size of a regular newspaper.

**Tag:** Board grade paper used for products such as tags and file folders.

**Text:** The body matter of a page or book, as distinguished from the headings.

**Toner:** Imaging material used in electrophotography and some off-press proofing systems. In inks, dye used to tone printing inks, especially black.

**Tooth:** A characteristic of paper, a slightly rough finish, which permits it to take ink readily.

**Trade Customs:** Business terms and policies followed by business in the same field and often codified by a trade association and generally accepted by law.

**Trade Shop:** Printer or other service working primarily for other printing professionals. Trade shops will not work directly for the end-user or agency.

**Transfer Tape:** Strip of adhesive tape that is applied to paper and used to form adhesive for envelope flaps in continuous mailer forms.

**Trim Marks:** In printing, marks placed on the copy to indicate the edge of the page.

**Typeface/Font:** A style of type characterized by its shape, size, weight, width and slope, which makes it distinct from other typefaces.

**-Up:** In printing, two-up, three-up, etc., refers to imposition of material to be printed on a larger size sheet to take advantage of full press capacity.

**Underrun:** Production run of fewer copies than the amount specified.

**Varnish:** A thin, protective coating applied to a printed sheet for protection or appearance. Also, in inkmaking, it can be all or part of the ink vehicle.

**Vellum Finish:** In paper making, a toothy finish which is relatively absorbent for fast ink penetration.

**Watermark:** Distinctive design created in paper during manufacturing.

**Web:** A roll of paper used in web or rotary printing in contrast to cut sheets for sheet fed printing.

**Web Press:** A press which prints on roll-fed or web-fed paper.

**Wire-O Binding:** A continuous double series of wire loops run through punched slots along the binding side of a booklet.

**With the Grain:** Folding or feeding paper into a press parallel to the grain of the paper. This is the preferred method.

**Word-Processing:** Processing information by manipulating & formatting for specific needs.

**Word-Processing Software:** An application program that instructs the computer to format text.

**Wove Paper:** Paper having a uniform unlined surface and a soft smooth finish.

**Wrinkles:** Creases in paper occurring during printing. In inks, the uneven surface formed during drying.

**Xerography:** An electrophotographic copying process that uses a corona charged selenium photoconductor surface, electrostatic forces and dry or liquid toner to form an image.

## **20.15 If You Have A Problem**

Unfortunately, printed materials sometimes are of poor quality or do not meet the expectations of the end user. Many things may have contributed to the problem, but generally specifications provided by the agency were poor or misunderstood by the printer. In rare cases the printer just did a poor job. When controversy arises, it is important that agencies follow the following procedures:

- Printed materials should be carefully checked by the agency for compliance to specifications before acceptance. Poor quality or printing that does not meet specifications should not be accepted.
- When printed material is unacceptable, the agency should contact the printer and make the complaint known. Most of the time the agency and the printer can come to an acceptable resolution quickly.
- When meeting with the printer, the agency should have all the information about the printing project available, including records of conversations, copies of correspondence, bidding information, and any other significant data that may provide the necessary documentation for resolving a complaint.
- If a satisfactory resolution with the printer cannot be easily reached, a third party may be called on to offer opinions and make recommendations. The third party should not be an employee of the complaining agency, but a neutral individual with considerable experience in printing and no vested interest in the resolution outcome.
- If an impasse has been reached, the matter should be directed to the Division of Purchasing for review and final resolution.
- Complaints involving statewide contracts or single agency contracts should always be directed to the Division of Purchasing.

## **20.16 Idaho Statutes Pertaining to Printing**

60-101. CONTRACTS FOR STATE PRINTING -- EXECUTION WITHIN STATE -- EXCEPTION. All printing, binding (excluding binding for state supported libraries), engraving and stationery work executed for or on behalf of the state, and for which the state contracts, or becomes in any way responsible, shall be executed within the State of Idaho, except as provided in section 60-103, Idaho Code. Provided, however, that this section shall not apply to any compilation, publication or codification of the laws of the state of Idaho.

60-103. EXCEPTION IN CASE OF EXCESSIVE CHARGE -- EXCEPTIONS FOR LACK OF PRODUCTION FACILITIES ON BIDS ON STATE WORK. (a) Whenever it shall be established that any charge for printing, engraving, binding

(excluding binding for state supported libraries) or stationery work is in excess of the charge usually made to private individuals for the same kind and quality of work, then the state or county officer or officers having such work in charge shall have power to have such work done outside of said county or state, but nothing in this chapter shall be construed to oblige any of said officers to accept any unsatisfactory work. (b) Any work referred to in section 60-101, Idaho Code, and which is to be executed for or on behalf of the state may be executed outside of this state in any case (1) where the execution of such work shall require the use of a technique or process which cannot be performed through the use of physical production facilities located within this state and the use of such technique or process is essential to a necessary function to be served by the printing, binding, engraving or stationery work required; (2) where, after requests for proposals or bids have been made or notice thereof has been given as required by section 67-5718, Idaho Code, as amended, no bid or proposal is made thereon by any person, firm or corporation proposing to execute such work within this state, or (3) where, after requests for proposals or bids have been made or notice thereof given as required by section 67-5718, Idaho Code, the lowest bid from a person, firm or corporation proposing to execute such work within this state is more than ten percent (10%) more than the lowest bid from a person, firm or corporation proposing to execute such work outside this state.

60-104. PENALTY FOR VIOLATION OF CHAPTER. Any state or county officer either as an official, member of a board, or purchasing agent, who violates any of the above provisions, is guilty of a misdemeanor, and upon conviction thereof shall be fined in a sum not less than [one hundred dollars ] (\$100.00) nor more than [five hundred dollars] (\$500.00) for each offense, and shall be liable upon his official bond for the amount of such contract entered into; provided, however, that this section shall not apply and the penalties herein provided for shall not be imposed against any such officer in any case where the person, firm or corporation with whom any such officer contracts or places an order for the performance of any work, as required by section 60-101 or section 60-102[, Idaho Code,] shall have represented in writing to such officer that such work would be executed within a specified county or within this state and such person, firm or corporation shall then permit or cause such work, or any part thereof, to be executed outside of such county or outside of this state contrary to such representation; but any such failure to comply with such representation on the part of any such person, firm or corporation shall render him or it ineligible to bid on or accept, directly or indirectly, any printing, binding, engraving or stationery work for any county or for this state for a period of one (1) year from the date of the contract or order with respect to which such failure occurred.

60-202. REQUIRED INFORMATION. The following information shall be included adjacent to the identification of the agency responsible for the publication: date, publication identification or sequence number, and program code of the program responsible for the publication. This information is to be placed and printed in an appropriate manner so as to be easily discernible and readable. For the purpose

of cost accounting and review, any state agency program expending funds for publishing materials shall maintain, for audit purposes, records containing the total cost of printing each publication, whether by the state or on bid, the number printed, the intended audience and a justification.

33-2510. STATE LIBRARIAN -- DEPOSITORY FOR PUBLIC DOCUMENTS -- DISTRIBUTION. It shall be the duty of the head of every agency, board, bureau, commission or department of the state of Idaho, including all state supported institutions of higher education in Idaho, to deposit with the librarian of the Idaho state library for use and distribution to the academic, regional public, special libraries of Idaho, the Library of Congress, and to others within the discretion of the state librarian twenty (20) copies of all documents, reports, surveys, monographs, serial publications, compilations, pamphlets, bulletins, leaflets, circulars, maps, charts or broadsides of a public nature which it prints, mimeographs or otherwise reproduces for public distribution.

67-2349. PREFERENCE FOR IDAHO SUPPLIERS FOR PURCHASES. To the extent permitted by federal laws and regulations, whenever the state of Idaho, or any department, division, bureau or agency thereof, or any city, county, school district, irrigation district, drainage district, sewer district, highway district, good road district, fire district, flood district, or other public body, shall let for bid any contract for purchase of any materials, supplies or equipment, the bidder domiciled outside the boundaries of Idaho shall be required, in order to be successful, to submit a bid the same percent less than the lowest bid submitted by a responsible bidder domiciled in Idaho as would be required for such an Idaho domiciled bidder to succeed over the bidder domiciled outside Idaho on a like contract being let in his domiciliary state. For the purposes of this section, any bidder domiciled outside the boundaries of the state of Idaho may be considered as an Idaho domiciled bidder, provided that there exists for a period of one (1) year preceding the date of the bid a significant Idaho economic presence as defined herein. A significant economic presence shall consist of the following: (a) That the bidder maintain in Idaho fully staffed offices, or fully staffed sales offices or divisions, or fully staffed sales outlets, or manufacturing facilities, or warehouses or other necessary related property; and (b) If a corporation be registered and licensed to do business in the state of Idaho with the office of the secretary of state.